

# **Social Services Regional Supervision and Collaboration Working Group Stage One Report**

April 10, 2018



**UNC**  
SCHOOL OF GOVERNMENT



# Plan

Overview of S.L. 2017-41



SSWG Stage One Recommendations



Stage Two Plan



# OVERVIEW OF S.L. 2017-41

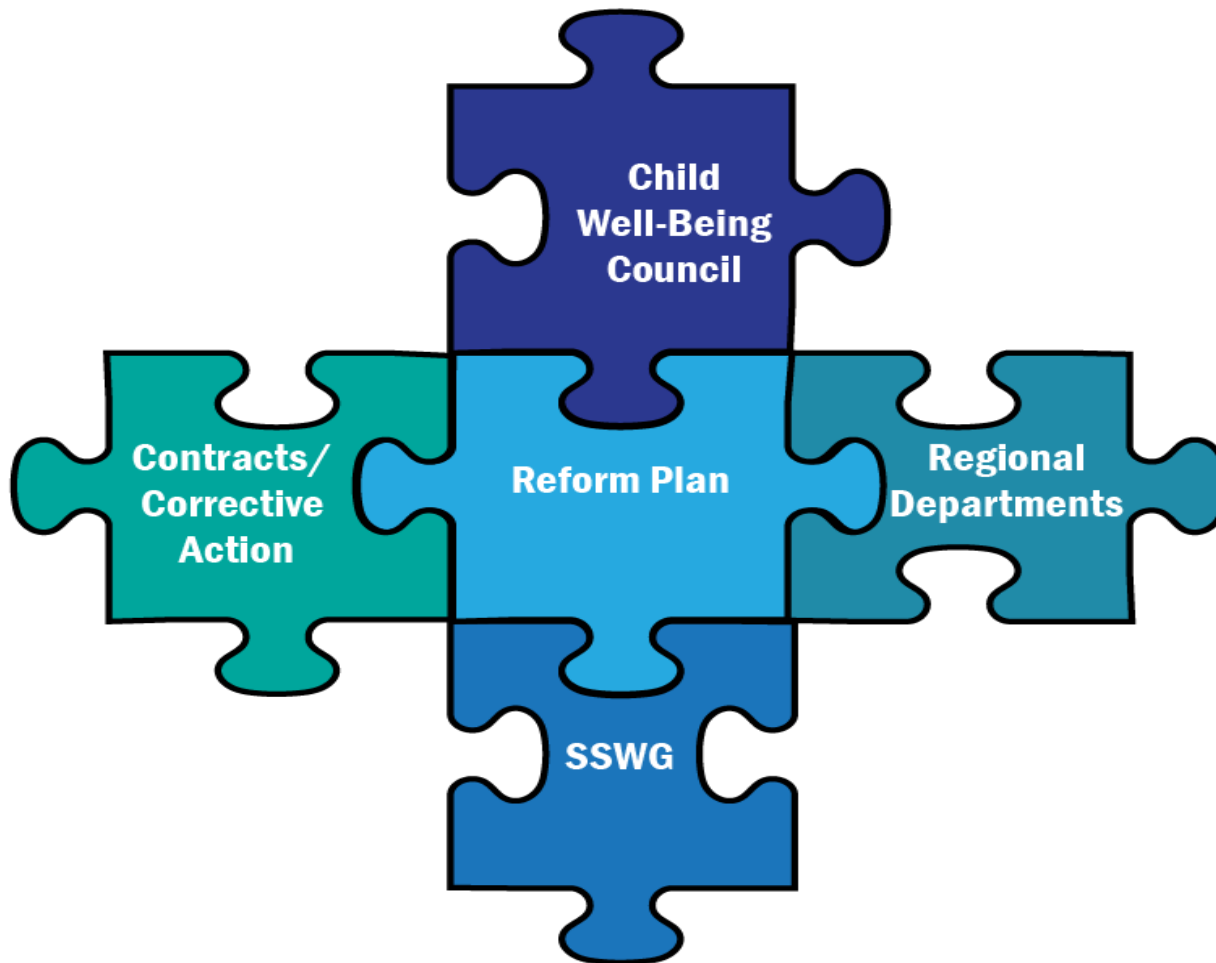


# Overview – Reform

1. High-quality and consistent service provision across all counties
2. Accountability to ensure that all local agencies are providing high-quality services
3. Transparency of local agency performance and outcomes



# Overview – S.L. 2017-41 (H 630)



# Background:

## State-Supervised, County-Administered

### State

- Accepts federal funding
- Develops law and policy to shape programs
- Transmits federal and state funding to counties
- Supervises county administration

### County

- Administers programs
- Allocates funding
- Supervises staff
- Develops some county-specific programs



# Reform Plan

- State contract with outside organization
  - System reform
    - Evaluate the role of the state
    - New strategic direction for social services system
  - Child welfare reform
    - Specific requirement for more detailed reform plan
  - Dashboard
    - Report card
    - NCFAST data



# Contracts/Corrective Action

- Contract between counties and state
  - Will address performance requirements and administrative responsibilities
  - May withhold state or federal funds for noncompliance
- After FY 2020-21
  - Performance requirements tied to the Dashboard and other reliable data
  - Failure to comply = corrective action plan
  - If fail to complete plan, regional office must temporarily assume all or part of the administration



# Regional Departments

- After March 2019...
- Multi-county social services agencies allowed
  - Public authorities
  - May be limited to certain services
  - Counties must contribute financially to district; contributions to be specified in rules adopted by Social Services Commission



# Child Well-Being Transformation Council



- Focus on improving coordination, collaboration, and communication (C/C/C) among agencies and organizations that provide public services to children
- Initial focus
  - Identify relevant agencies/organizations
  - Identify problems in C/C/C in child welfare
  - Research role of similar entities in other states
- After March 2020
  - Monitor reforms underway
  - Identify gaps in C/C/C – extend beyond child welfare
  - Recommend changes necessary to remedy the gaps



## Stage One

- Once reform is underway at the State level, how should a new and improved State system use regional offices to provide oversight and support for the county departments administering the social services program?

## Stage Two

- In the county-administered system, what change is needed to improve coordination and collaboration at the county level?
- What would a regionally-*administered* system look like?

# Timeline – Stage One

Stage One Report 4/15/2018



DHHS Plan 11/15/2018



NCGA Acts?



Regional Supervision? 3/1/2020



# **SSWG STAGE ONE RECOMMENDATIONS**



# Recommendations

Goals

Functions

Staffing

Regions

Local  
involvement

Other



# Goals

- **What are the goals for an effective system of supervision?**
  - Consistency
  - Clear guidance and technical assistance
  - Clear definition of roles and responsibilities
  - Responsiveness to local needs
  - Productive and trusting relationships
  - Fairness
  - Accountability
  - Transparency
  - Support and leadership in key areas

# Functions

- **What core functions are involved with supervising the social services system?**
  - Best practice dissemination
  - Compliance monitoring
  - Fiscal monitoring
  - Integrated data systems and recordkeeping
  - Interagency coordination
  - Policy guidance and technical assistance
  - Quality improvement
  - Staffing standards and support
  - Training

# Functions

- **How should those functions be allocated across central, regional, and local levels?**
  - Tables 1A-1L include definitions and allocations
  - Example: Compliance monitoring
    - *Central*: Establish statewide plan for routine monitoring, provide tools, oversee regional offices, final decisions
    - *Regional*: Perform monitoring, communicate results, work with agencies on improvements/corrective action
    - *Local*: Cooperate with monitoring activities, work with regional office on improvements/corrective action

# Staffing

- **What types of staff and support should be available through the regional offices?**
  - High-quality, experienced, reliable staff are essential
  - Expertise in all social services programs must be available
  - Resource allocation will vary from region to region
  - Some staff from central office will shift to regional offices
  - Staffing model includes director, administrative staff, general technical assistance, and program consultants

# Regions

- Should have 5-7 regions
- Factors to guide development of regional map
  - No county should be split into different regions
  - Should include contiguous counties
  - Judicial districts should not be disrupted
  - Should be comparable in geographic size and population served
  - Should strive to preserve natural networks
  - Should strive to concentrate regional expertise for serving military and American Indian communities

P. 19-21; Appx. C

# Local Involvement

## Charge

- Identify “options for authorizing the board of county commissioners to intervene in urgent situations to assume direct control of [DSS] prior to the State assuming direct control of administration.”

## Work

- Discussed the full lifecycle of local social services agency organization and governance
- Identified options for increasing involvement from local elected officials as well as others

# Other

- Consistency across regions
- Accountability of regional offices
- Physical space for regional offices
- Studies
  - Models of organization and governance
  - State supervision of legal representation
- Ongoing system oversight

# STAGE TWO



# Stage Two

## Charge

- In the county-administered system, what change is needed to improve coordination and collaboration at the county level?
- What would a regionally-administered system look like?

## Plan

- First meeting scheduled for 5/2/2018
- Information gathering and subcommittee work during short session
- Group meetings after session through 1/2019
- Report due 2/1/2019

# Questions?

